



the  
document  
warehouse

---

the **ultimate** document  
management solution

---

[www.tdw.co.za](http://www.tdw.co.za)

## South Africa

### Johannesburg (Head Office)

Telephone: +27 11 298 0700 (0861 document)  
Email: info@tdw.co.za  
Office Address: 5 Krag Street, Selby, Johannesburg  
Postal Address: PO Box 38663, Booyens, 2016

### Bloemfontein

Telephone: +27 51 001 0010  
Email: blminfo@tdw.co.za  
Office Address: 256 Church Street, Hamilton,  
Bloemfontein  
Postal Address: PO Box 38663, Booyens, 2016

### Centurion

Telephone: +27 12 681 0200 (0861 document)  
Email: info@tdw.co.za  
Office Address: 31 Venturi Street, Hennops Park ext  
56, Centurion, Pretoria  
Postal Address: PO Box 38663, Booyens, 2016

### Cape Town

Telephone: +27 21 535 5066 (0861 document)  
Email: cptinfo@tdw.co.za  
Office Address: 58 Bofors Circle, Epping Industria 2,  
Cape Town  
Postal Address: PO Box 226, Eppingdust, 7475

### Durban

Telephone: +27 31 782 1445/3 (0861 document)  
Email: dbninfo@tdw.co.za  
Office Address: 9 Newmark Road, Cato Ridge,  
KwaZulu Natal  
Postal Address: PO Box 15337, Ashwood, 3605

### East London

Telephone: +27 43 001 0080  
Email: eloinfo@tdw.co.za  
Office Address: Stormberg Road, Gately, East  
London  
Postal Address: PO Box 38663, Booyens, 2016

### Kimberley

Telephone: +27 51 001 0740  
Email: kiminfo@tdw.co.za  
Office Address: 3 Edison Road, Ashburnham,  
Kimberley  
Postal Address: PO Box 38663, Booyens, 2016

### Mahikeng

Telephone: +27 18 001 0000  
Email: mafinfo@tdw.co.za  
Office Address: 35 Aerodrome Crescent, Mahikeng,  
North West  
Postal Address: PO Box 38663, Booyens, 2016

### Nelspruit

Telephone: +27 13 753 2965  
Email: nlpinfo@tdw.co.za  
Office Address: Canary Walk Business Park, 8  
Bester Street, Nelspruit, Mpumalanga  
Postal Address: PO Box 12775, Steiltes, Nelspruit  
1213

### Pinetown

Telephone: +27 31 001 0640/1  
Email: pininfo@tdw.co.za  
Office Address: 34 Mahogany Road, Westmead,  
Kwa-Zulu Natal  
Postal Address: PO Box 15337, Ashwood, 3605

### Polokwane

Telephone: +27 15 001 0010  
Email: polinfo@tdw.co.za  
Office Address: 21 20th Street, Polokwane, 0742  
Postal Address: PO Box 38663, Booyens, 2016

### Port Elizabeth

Telephone: +27 41 374 1104 (0861 document)  
Email: cptinfo@tdw.co.za  
Office Address: Telkom Park, 4 Gibaud Road,  
North End, Port Elizabeth  
Postal Address: PO Box 2370, Port Elizabeth,  
6056

### Potchefstroom

Telephone: +27 18 294 5200  
Email: potinfo@tdw.co.za  
Office Address: 14 Elsenbroek Street,  
Potchefstroom, North West  
Postal Address: PO Box 19312, Noordbrug, 2522

## United Kingdom

### Cheshire

Telephone: +44 844 826 4686  
Fax: +27 11 493 0279  
Email: info@thedocumentwarehouse.co.uk  
Office Address: Unit 10, The Gateway Wirral Inter-  
national Business Park, CH62 3NX  
Postal Address: Document Park, Castle Road,  
Sittingbourne, Kent, ME10 3JP

### Kent

Telephone: +44 844 826 4686  
Fax: +27(0)12 653 1972  
Email: info@thedocumentwarehouse.co.uk  
Office Address: Document Park, Castle Road,  
Sittingbourne, Kent, ME10 3JP  
Postal Address: Document Park, Castle Road,  
Sittingbourne, Kent, ME10 3JP

## Botswana

### Kgale

Telephone: +267 3909102  
Fax: +267 3180565  
Email: info@tdw-botswana.com  
Office Address: Plot 140, Unit 2, Kgale Terrace,  
Gaborone International Finance Park  
Postal Address: PO Box 80321,  
Gaborone

## Namibia

### Ongwediva

Telephone: +264 65 23 1880 / +264 81 287 6499  
Email: info@documentwarehouse.com.na  
Office Address: Sam Nujoma Drive, Ongwediva,  
Namibia  
Postal Address: PO Box 23120, Windhoek

### Walvis Bay

Telephone: +264 64 221707  
Fax: +264 64 221708  
Email: info@documentwarehouse.com.na  
Office Address: 16 Railway Street, Walvis Bay,  
Namibia  
Postal Address: PO Box 23120, Windhoek

### Windhoek

Telephone: +264 61 24 5588  
Fax: +264 61 26 3633  
Email: info@documentwarehouse.com.na  
Office Address: 106 Hans Dietrich Genscher  
Street, Windhoek, 9000  
Postal Address: PO Box 23120, Windhoek

## Ghana

### Tema

Telephone: +233 302 761359  
Email: admin@tdwwa.com  
Office Address: Shai Hills Industrial Park,  
Tema-Akosombo Road, Ghana  
Postal Address: P.O. Box CT 4291, Cantonments,  
Ghana



## VISION

To be the ultimate authority in the field of records, documents and information management solutions aligned to all relevant national and international standards

## MISSION

The Document Warehouse is not afraid to think out of the box, being a one of a kind document management solutions company, priding ourselves in unfailing service excellence. We address the specific requirements of our customers through our expertise as a surefire document management solutions provider, assisting with effective business efficiencies.

## COMPANY HISTORY

The Document Warehouse commenced operation in 1992 as an offsite document storage and record management company in Johannesburg, South Africa. It established its Namibia based operations in 2006 and its UK operation in 2011.

The Document Warehouse is a growing business and currently has sites in Africa and abroad, including: Bloemfontein, Cape Town, Centurion, Durban, Johannesburg, Kimberley, Mafikeng, Nelspruit, Pinetown, Potchefstroom, Polokwane, Walvis Bay, Cheshire UK, Kgale Botswana, Ongwediva Namibia, Sittingbourne UK, Tema Ghana, and Windhoek.

The Company currently employs hundreds of people and has more than 3,5 million boxes in our offsite document storage division.

Many new and innovative document storage and management solutions have been developed and implemented, thus being efficient and cost effective for our clients.

## Company overview

Companies today realize that to remain competitive they need to streamline their business and organizational processes in order to concentrate on their core activities.

The trend to outsource offsite archive storage has been one of the biggest fundamental changes in the business process in the last decade.

The Document Warehouse understands this and provides our customers the offsite document storage solution and various spacesaving filing solutions and records management software for tracking their files onsite or offsite.

In a broader sense The Document Warehouse (TDW) offers warehousing space to store documents. In a narrower sense, offsite document storage includes services such as indexing, packaging, transportation, storage, retrieval of documents, scanning and mailroom services.

There are additional services such as onsite management of documents, providing the software to assist in the process and also providing staff. In addition, TDW offers training and consulting services to organizations



**Mailroom Services**



**Scanning and Electronic Retrieval Services**



**Indexing & Data Capture**



**Secure Offsite Storage**



**Rapid Retrieval**



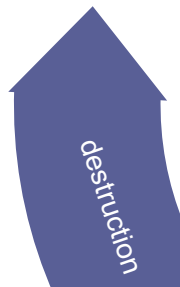
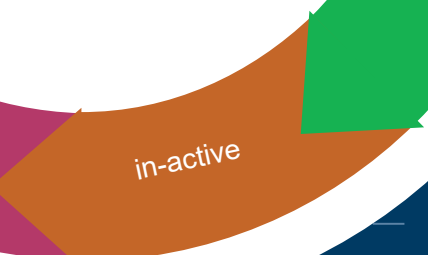
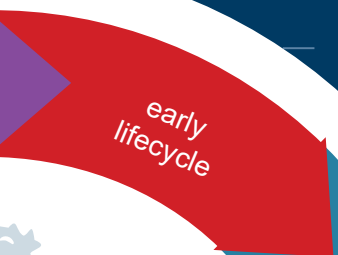
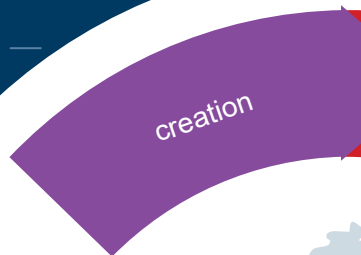
**Outsourced Live File Solutions**



**Vault & Confidential Storage**



**Certified Destruction**



the document lifecycle

**COMBOX**  
Unique Filing System on your premises



**Filerite Software**  
File Tracking System



**Archival Stationary Products**



**Records Management Consulting**



**Outsourced Staff**



**RSWeb**  
Manage Offsite Records Remotely



**Turtlecase**



**EDMS / Onsite File Management**



**warehouse FACTS:**

height: 21m  
length: 114m  
width: 27m  
volume: 65 000 m3

racking height: 9 stories  
container cap: 987 000 est

offsite

# A unique combination of offsite...



## secure offsite storage

- for companies required to retain records where document archiving is the optimal solution
- archive warehouses conform to industry standards
- for security purposes, TDW has the capacity to store clients documentation at one central point



## indexing & data capture

- primary fields are electronically captured for retrieval purposes on both box and file level
- fast retrieval of documentation using keywords or descriptions
- secure software, only accessible by authorised TDW staff members



## rapid retrieval

- standard delivery
- express delivery
- scanned and emailed
- faxed
- telephonic delivery of information



## scanning services and electronic scanning services

- Providing a state of the art scanning bureau for

conversion of your documentation to digital format (backlogs and ongoing)

- Retrieve information directly to your desktop in image format for printing or emailing.
- Increase efficiencies by not having to retrieve physical documentation and keeping the integrity of hard copy documents at 100% (No Misfiling or lost documents)
- Images can be stored in the cloud through our web based retrieval platform. No need for 3rd party software to be installed on your network Access from anywhere with internet connectivity to authorised users.
- Bureau flexibility allows for images to be integrated to any 3rd party software.



## certified destruction & recycling

- secure document destruction, fast and efficient
- shreds virtually anything, no need to remove clips, folders and staples
- after shredding and compacting, the material is sent to local recycling mills



## vault & confidential storage

- secure access control
- 24/7/365 monitoring

- temperature and humidity controlled
- fire protected
- Turtle Case products



## outsourced live file solution

- offers rapid retrieval for active files
- hands-on file management
- quicker delivery times than conventional storage



## mailroom services

- TDW's mailroom service, reduces mail sent to customers' premises
- applies Business Rules in line with client's operating structure
- TDW receives, sorts, scans, directly archives and disposes of all waste
- reports generated daily, detailing Mail Received



For a full service range please visit  
[www.tdw.co.za/services](http://www.tdw.co.za/services) or scan 3D barcode:

onsite

## ...and onsite services and solutions



### COMBOX®

- the ultimate physical document storage system
- easy to assemble and stacks up to 20 boxes high
- a unique design, made from reinforced boxes, with a front flap for easy access, a sliding backing board and clip to keep papers in optimal condition



### EDMS / Onsite File Management

- TDW Offers various electronic document management systems including Sharepoint, Docutrieve and Webtrieve which can be accessed in a hosted environment eliminating the need for expensive infrastructure or can be installed on premise
- FileRite is an onsite file management system which will manage and track your physical records through a user friendly interface
- FileRite manages the process of moving inactive files to an offsite storage facility eliminating data capture costs at a storage facility
- Documents are tracked using unique barcodes and in turn updates the document status every time a document is added, moved, retrieved, boxed and/or sent offsite for efficient retrieval
- Integrated document imaging module with the added support of various file types such as Excel, Word, Powepoint..etc



### archival stationery products

- invest in our wide range of stationery that will help sort and file your documents
- all our stationery solutions are user friendly and functional
- contact your nearest office for more information



### outsourced staff

- a team of trained archival specialists undertake a full audit of the current filing system and set up a new, efficient and user-friendly filing system
- TDW staff are available to sort, index, pack and manage archival and filing systems at your premises



### records management consulting

- TDW consulting team, visit your premises
- Our team will assist you in developing your records management policies, procedures and reliable retrieval filing systems in line with National Archives Standards and ISO Standards
- The team are experts in records/document and archive management, and offer superior consulting, accredited training and qualifications in this field



### rsweb

- immediate access to your records globally through a web interface
- control over your own records whilst stored offsite
- lighten the records management burden of your customer service staff



### TURTLE CASES®

- The Document Warehouse prides itself as being the sole Turtle case distributor for Africa with additional distribution points World wide.
- With guidance from key tape and hardware manufacturers, Turtle Cases have been uniquely designed to protect your valuable data during transport and storage.

# PROFESSIONAL DOCUMENT STORAGE AND RECORDS MANAGEMENT

## Leaders Since 1992

The Document Warehouse will remove your filing with minimal disruption and involvement of your staff throughout the duration of the project.

- Document and files are boxed in special document storage boxes to keep them safe and clean.
- The files are indexed before leaving your premises so you will have immediate access to them.
- The files are indexed and categorised according to your company's requirements and each file is captured onto our system.
- You are provided with an electronic index or printout (upon request) detailing the documentation held in storage with us, per box.
- Each document storage box is given a destruction date (if required) according to legal stipulations. Alternatively, according to your own internal requirements. Upon instruction, we will provide you with a printout of the files/boxes due for destruction and once we have received your written authority we will destroy the boxes on your behalf.
- Retrieval of files/boxes can be accommodated in three ways:
  1. Delivery of files/boxes to your offices – all our retrievals operate on a 24 hour turnaround time.
  2. Express delivery – for those urgent occasions – files will be delivered within 4 – 6 hours,
  3. Electronic / Telephonic requests – information can be scanned and emailed, faxed or given telephonically within 4 hours provided that the caller complies with our security clearance process.
- Security and confidentiality for your archived documentation is assured as access to your boxes is strictly controlled.



# INFRASTRUCTURE





# WHY USE THE DOCUMENT WAREHOUSE

## At The Document Warehouse we specialise in your filing.

### It is given 100% of our attention!

Few companies have the time or human resources to maintain their filing (especially archive filing) in the state they would like. Often the “filing portfolio” is just one of many functions undertaken by an employee and as such is not given the time or attention it deserves. It makes no sense to use expensive office space for archive filing. Use your office space productively by moving your filing offsite. Security of your documentation is assured. The Document Warehouse has the staff all of whom have signed confidentiality contracts. In addition, only limited personnel at your company will have access to your documents. Storing sensitive information off-site will give you peace of mind.

The Document Warehouse actively and effectively manage your documents. We will provide you with monthly statistics on file movement within your company. We keep detailed records on files requested, including the name of the person requesting the file, the department and the date the file was requested. There is no additional charge for this service. We are often able to provide you with a file/box faster than your staff can retrieve the file/box internally. Despite taking your documentation off your premises you will have almost immediate access to them.

We can advise you on legal requirements of documentation retention. We are a focused corporation and see ourselves as an extension of your office. We tailor make our services to specifically meet the unique circumstances of each of our clients. Should you have any specific requirements please talk to us about them. Only individuals you have authorised and our limited security cleared personnel have access.

Data storage and magnetic cartridges are guaranteed protection in our fireproof anti-static flooring, CO2 humidity and temperature controlled vaults. The Document Warehouse collect and deliver your electronic data daily, weekly or monthly as requested.



# THE DOCUMENT WAREHOUSE CONFIDENTIALITY AGREEMENT

All staff members at The Document Warehouse sign this confidentiality agreement as part of their employment contract.

## CONFIDENTIALITY

During the course of your employment with the company you will have access to secret and confidential client information of the company. This information is a valuable asset to our clients and it is unlawful to make disclosure of this information, or to use this information, for any personal gain or for the benefit of the company. This applies both during the course of your employment and thereafter.

You will therefore appreciate that it is a condition of your employment that you do not, during the period of your employment or subsequently thereafter divulge to any person or persons any of the secret and confidential information to which you may have had access.

## CODE OF ETHICS

All staff members of *The Document Warehouse* hereby declare that all information will be treated as completely confidential and will not be distributed to or discussed with any irrelevant organisations or individuals.

It is stated that wherever *The Document Warehouse* acts as consultants, supervisors or operational workers, there will always be a professional custom towards the Client at all times. This will include to advise, to train, to guide, to evaluate the success, to direct and instruct, to control, to plan, to budget and to save money, to monitor progress, and to encourage all involved.



# SOCIAL DEVELOPMENT

## Internal and External

The Document Warehouse is committed to helping build a strong and vibrant sector in the economy. We do this by employing and continually promoting women within our organisation. Our employment policy is one of empowering people, especially women who enjoy being actively involved in changing the Old Beliefs and Habits of employment.

We empower people who are physically challenged, often not equipped to come into the office but are able to operate from their homes. These very capable people handle customer care, telesales and new business development for our organisation.

We have increased our social responsibilities to include free Training in Office Communication Skills, Implementation of a Filing System and Electronic Filing to Disadvantage communities within the Johannesburg area. Over and above the training, which will assist many families to obtain employment and an income. Management and staff continually collect and donate non-perishable food and clothing for the residents of this area.

The Document Warehouse funds a Soup Kitchen for the community through monthly donations. We have donated a vehicle for the exclusive use of the community to collect and deliver food and other necessary equipment and supplies. Eric Petersen our Executive Director, is the Chairman of The Fund Raising Committee and annually The Document Warehouse arrange and contribute to the Christmas Party held for the children and the aged.

